

1. Record Nr.	UNINA9910150212103321
Autore	Robbins Stephen P. <1943->
Titolo	Organizational behavior / / Stephen Robbins and Timothy Judge
Pubbl/distr/stampa	, : Pearson Education UK, , 2013 ©2013
ISBN	9780273765400
Edizione	[15th ed.]
Descrizione fisica	1 online resource (711 pages)
Soggetti	Organizational behavior Diversity in the workplace
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Nota di contenuto	Cover -- Contents -- Preface -- 1 Introduction -- 1 What Is Organizational Behavior? -- The Importance of Interpersonal Skills -- What Managers Do -- Management Functions -- Management Roles -- Management Skills -- Effective versus Successful Managerial Activities -- A Review of the Manager's Job -- Enter Organizational Behavior -- Complementing Intuition with Systematic Study -- Disciplines That Contribute to the OB Field -- Psychology -- Social Psychology -- Sociology -- Anthropology -- There Are Few Absolutes in OB -- Challenges and Opportunities for OB -- Responding to Economic Pressures -- Responding to Globalization -- Managing Workforce Diversity -- Improving Customer Service -- Improving People Skills -- Stimulating Innovation and Change -- Coping with "Temporariness" -- Working in Networked Organizations -- Helping Employees Balance Work-Life Conflicts -- Creating a Positive Work Environment -- Improving Ethical Behavior -- Coming Attractions: Developing an OB Model -- An Overview -- Inputs -- Processes -- Outcomes -- Summary and Implications for Managers -- Self-Assessment Library How Much Do I Know About Organizational Behavior? -- Myth or Science? "Most Acts of Workplace Bullying Are Men Attacking Women" -- An Ethical Choice Can You Learn from Failure? -- gIOBalization! Does National Culture Affect Organizational Practices? -- Point/Counterpoint Lost in Translation? -- Questions for Review --

Experiential Exercise Workforce Diversity -- Ethical Dilemma Jekyll and Hyde -- Case Incident 1 "Lessons for 'Undercover' Bosses" -- Case Incident 2 Era of the Disposable Worker? -- 2 The Individual -- 2 Diversity in Organizations -- Diversity -- Demographic Characteristics of the U.S. Workforce -- Levels of Diversity -- Discrimination -- Biographical Characteristics -- Age -- Sex -- Race and Ethnicity -- Disability.

Other Biographical Characteristics: Tenure, Religion, Sexual Orientation, and Gender Identity -- Ability -- Intellectual Abilities -- Physical Abilities -- The Role of Disabilities -- Implementing Diversity Management Strategies -- Attracting, Selecting, Developing, and Retaining Diverse Employees -- Diversity in Groups -- Effective Diversity Programs -- Summary and Implications for Managers -- Self-Assessment Library What's My Attitude Toward Older People? -- Myth or Science? "Dual-Career Couples Divorce Less" -- An Ethical Choice Religious Tattoos -- gLOBALization! Images of Diversity from Around the Globe -- Point/Counterpoint Men Have More Mathematical Ability Than Women -- Questions for Review -- Experiential Exercise Feeling Excluded -- Ethical Dilemma Board Quotas -- Case Incident 1 The Flynn Effect -- Case Incident 2 Diversity at Work: Nestle Malaysia -- 3 Attitudes and Job Satisfaction -- Attitudes -- What Are the Main Components of Attitudes? -- Does Behavior Always Follow from Attitudes? -- What Are the Major Job Attitudes? -- Job Satisfaction -- Measuring Job Satisfaction -- How Satisfied Are People in Their Jobs? -- What Causes Job Satisfaction? -- The Impact of Satisfied and Dissatisfied Employees on the Workplace -- Summary and Implications for Managers -- Self-Assessment Library How Satisfied Am I with My Job? -- An Ethical Choice Do Employers Owe Workers More Satisfying Jobs? -- gLOBALization! Culture and Work-Life Balance -- Self-Assessment Library Am I Engaged? -- Myth or Science? "Favorable Job Attitudes Make Organizations More Profitable" -- Point/Counterpoint Employer-Employee Loyalty Is an Outdated Concept -- Questions for Review -- Experiential Exercise What Factors Are Most Important to Your Job Satisfaction? -- Ethical Dilemma Bounty Hunters.

Case Incident 1 Long Hours, Hundreds of E-Mails, and No Sleep: Does This Sound Like a Satisfying Job? -- Case Incident 2 Crafting a Better Job -- 4 Emotions and Moods -- What Are Emotions and Moods? -- The Basic Emotions -- The Basic Moods: Positive and Negative Affect -- The Function of Emotions -- Sources of Emotions and Moods -- Emotional Labor -- Affective Events Theory -- Emotional Intelligence -- The Case for EI -- The Case Against EI -- Emotion Regulation -- OB Applications of Emotions and Moods -- Selection -- Decision Making -- Creativity -- Motivation -- Leadership -- Negotiation -- Customer Service -- Job Attitudes -- Deviant Workplace Behaviors -- Safety and Injury at Work -- How Managers Can Influence Moods -- Summary and Implications for Managers -- Self-Assessment Library How Are You Feeling Right Now? -- Self-Assessment Library What's My Affect Intensity? -- Myth or Science? We Are Better Judges of When Others Are Happy Than When They Are Sad -- gLOBALization! Should You Expect "Service with a Smile" All Around the World? -- Self-Assessment Library What's My Emotional Intelligence Score? -- An Ethical Choice Schadenfreude -- Point/Counterpoint Sometimes Blowing Your Top Is a Good Thing -- Questions for Review -- Experiential Exercise Who Can Catch a Liar? -- Ethical Dilemma Happiness Coaches for Employees -- Case Incident 1 Is It Okay to Cry at Work? -- Case Incident 2 Can You Read Emotions from Faces? -- 5 Personality and Values -- Personality -- What Is Personality? -- The Myers-Briggs Type Indicator -- The Big Five Personality Model -- Other Personality Traits Relevant to OB --

Values -- The Importance of Values -- Terminal versus Instrumental Values -- Generational Values -- Linking an Individual's Personality and Values to the Workplace -- Person-Job Fit -- Person-Organization Fit -- International Values.

Summary and Implications for Managers -- Self-Assessment Library Am I a Narcissist? -- Myth or Science? Personality Predicts the Performance of Entrepreneurs -- gLOBalization! The Right Personality for a Global Workplace -- An Ethical Choice Should You Try to Change Someone's Personality? -- Point/Counterpoint Millennials Are More Narcissistic -- Questions for Review -- Experiential Exercise What Organizational Culture Do You Prefer? -- Ethical Dilemma Personal Values and Ethics in the Workplace -- Case Incident 1 Is There a Price for Being Too Nice? -- Case Incident 2 Personal Space -- 6 Perception and Individual Decision Making -- What Is Perception? -- Factors That Influence Perception -- Person Perception: Making Judgments About Others -- Attribution Theory -- Common Shortcuts in Judging Others -- Specific Applications of Shortcuts in Organizations -- The Link Between Perception and Individual Decision Making -- Decision Making in Organizations -- The Rational Model, Bounded Rationality, and Intuition -- Common Biases and Errors in Decision Making -- Influences on Decision Making: Individual Differences and Organizational Constraints -- Individual Differences -- Organizational Constraints -- What About Ethics in Decision Making? -- Three Ethical Decision Criteria -- Improving Creativity in Decision Making -- Summary and Implications for Managers -- Self-Assessment Library What Are My Gender Role Perceptions? -- gLOBalization! Chinese Time, North American Time -- Myth or Science? Creative Decision Making Is a Right-Brain Activity -- Self-Assessment Library Am I A Deliberate Decision Maker? -- An Ethical Choice Whose Ethical Standards to Follow? -- Self-Assessment Library How Creative Am I? -- Point/Counterpoint Checklists Lead to Better Decisions -- Questions for Review -- Experiential Exercise Biases in Decision Making.

Ethical Dilemma Max's Burger: The Dollar Value of Ethics -- Case Incident 1 Decision-Making Processes at Steel Inc. -- Case Incident 2 Career Promotion at Emox: Rationalizing under Uncertainty -- 7 Motivation Concepts -- Defining Motivation -- Early Theories of Motivation -- Hierarchy of Needs Theory -- Theory X and Theory Y -- Two-Factor Theory -- McClelland's Theory of Needs -- Contemporary Theories of Motivation -- Self-Determination Theory -- Job Engagement -- Goal-Setting Theory -- Self-Efficacy Theory -- Reinforcement Theory -- Equity Theory/Organizational Justice -- Expectancy Theory -- Integrating Contemporary Theories of Motivation -- Summary and Implications for Managers -- Self-Assessment Library How Confident Am I in My Abilities to Succeed? -- Myth or Science? "The Support of Others Improves Our Chances of Accomplishing Our Goals -- An Ethical Choice Motivated to Behave Unethically -- gLOBalization! Autonomy Needs Around the Globe -- Self-Assessment Library What Are My Course Performance Goals? -- Point/Counterpoint Fear Is a Powerful Motivator -- Questions for Review -- Experiential Exercise Goal-Setting Task -- Ethical Dilemma The Big Easy? -- Case Incident 1 Motivation in the Hong Kong Police Force -- Case Incident 2 Bullying Bosses -- 8 Motivation: From Concepts to Applications -- Motivating by Job Design: The Job Characteristics Model -- The Job Characteristics Model -- How Can Jobs Be Redesigned? -- Alternative Work Arrangements -- The Social and Physical Context of Work -- Employee Involvement -- Examples of Employee Involvement Programs -- Linking Employee Involvement Programs and Motivation Theories -- Using Rewards to Motivate Employees -- What to Pay: Establishing a

Pay Structure -- How to Pay: Rewarding Individual Employees Through Variable-Pay Programs -- Flexible Benefits: Developing a Benefits Package.

Intrinsic Rewards: Employee Recognition Programs.

Sommario/riassunto

For undergraduate and graduate courses in Organizational Behavior. Captivate the class with a clear writing style, cutting-edge content, and compelling pedagogy. This Global Edition has been edited to include enhancements making it more relevant to students outside the United States. The editorial team at Pearson has worked closely with educators around the globe to include: Robbins/Judge provides the research you want, in the language your students understand. This text continues its tradition of making current, relevant research come alive for students. Need extra support? This title can be supported by MyManagementLab, an online homework and tutorial system which can be used by students for self-directed study or fully integrated into an instructor's course. This product is the book alone, and does NOT come with access to MyManagementLab. You can benefit from MyManagementLab at a reduced price by purchasing a pack containing a copy of the book and an access card for MyManagementLab: Organizational Behavior Global Edition with MyManagementLab access card (ISBN 9780273765417). Alternatively, buy access online at www.mymanagementlab.com. For educator access, contact your Pearson Account Manager. To find out who your account manager is, visit www.pearsoned.co.uk/replocator.
